Staff Schedulers in the Minnesota Department of Health

- Dave Haberman
- MDH Project Analyst
- Usual contact methods -
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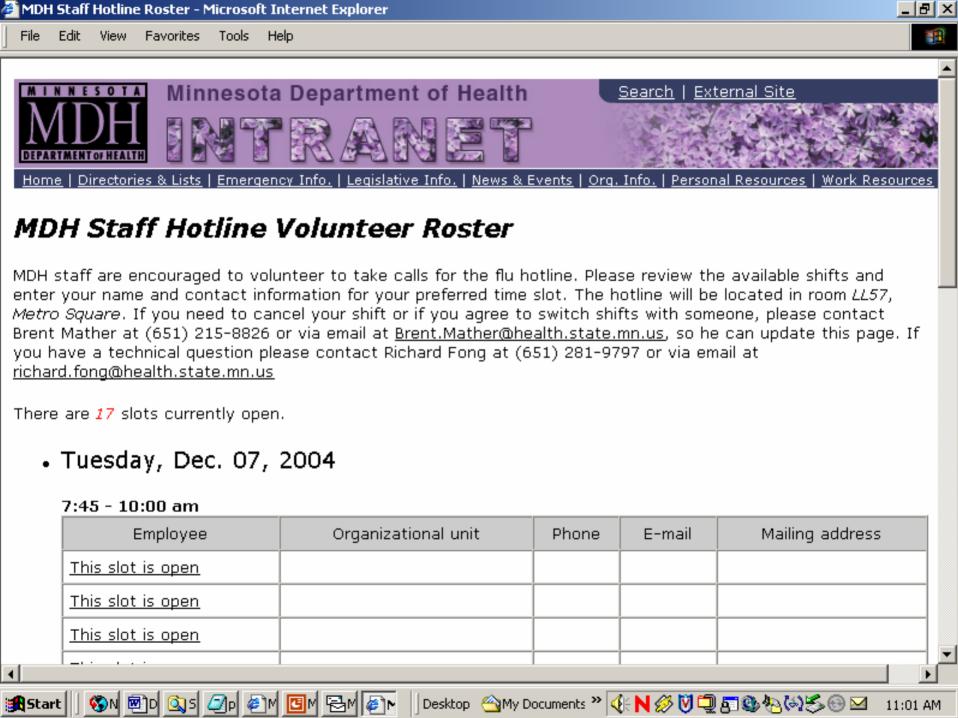


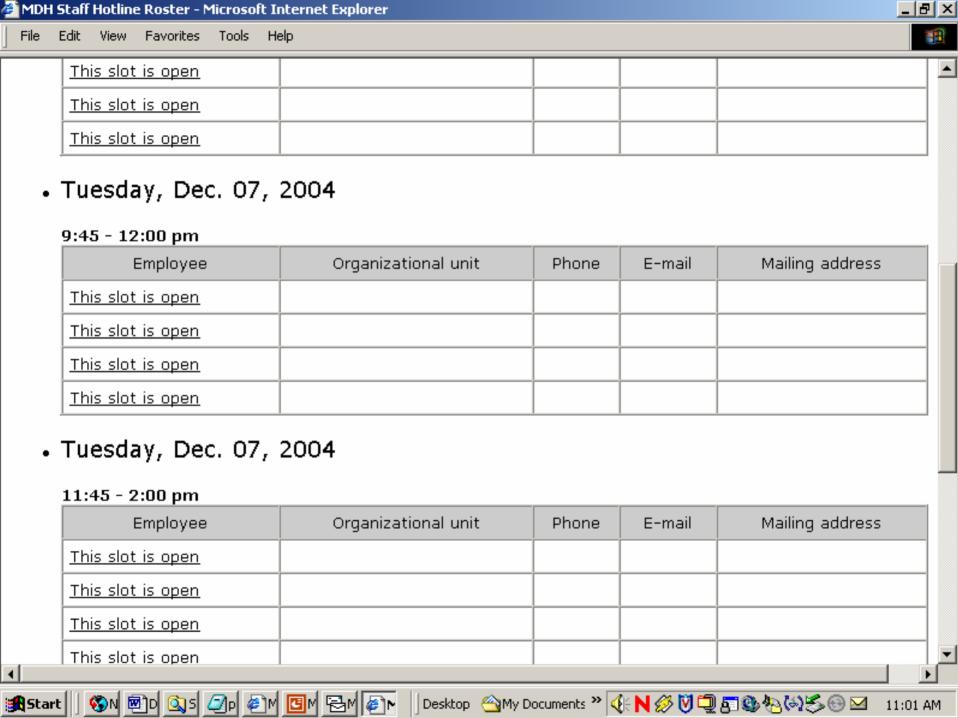
- State Fair
- □ Flu Hotline 2004
- Intranet
- Filling an immediate need
- Limited time for requirements discovery
- Slots and people (just like Las Vegas)



- Hotline, User side
- Intranet Web access, staff only
- Self sign-up







- Hotline, Admin side
- Protected access
- Defining dates, shifts, slots





























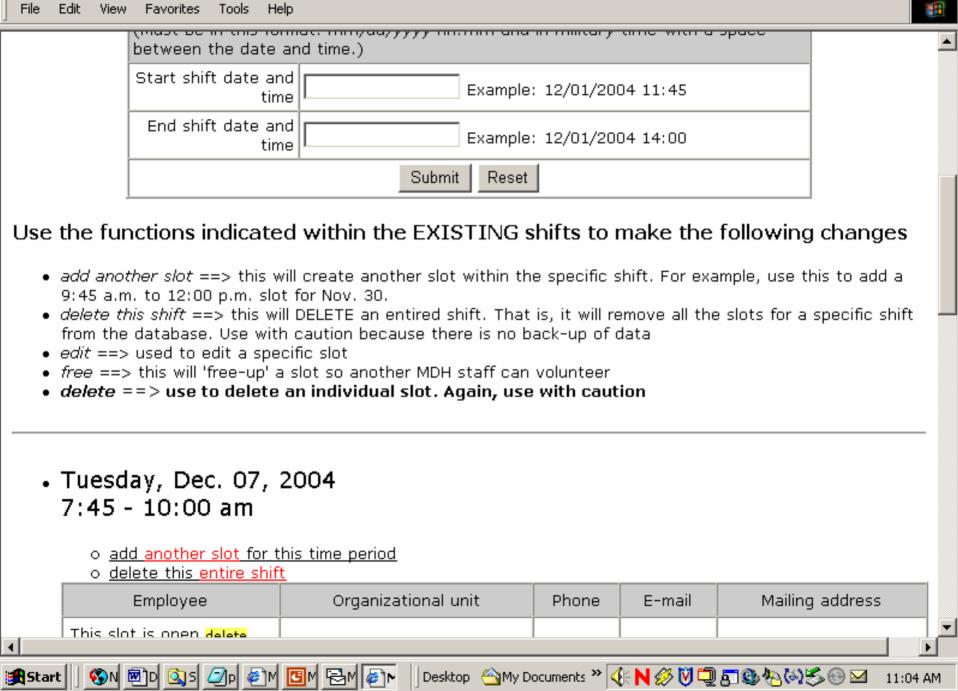






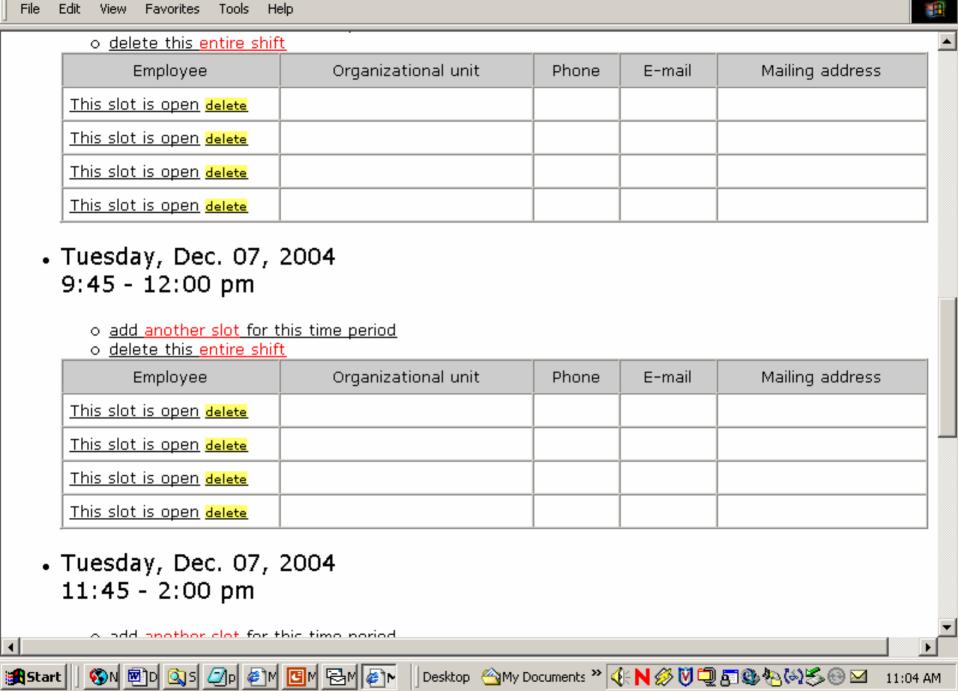






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MDH Staff Hotline Roster -- ADMIN PAGE - Microsoft Internet Explorer

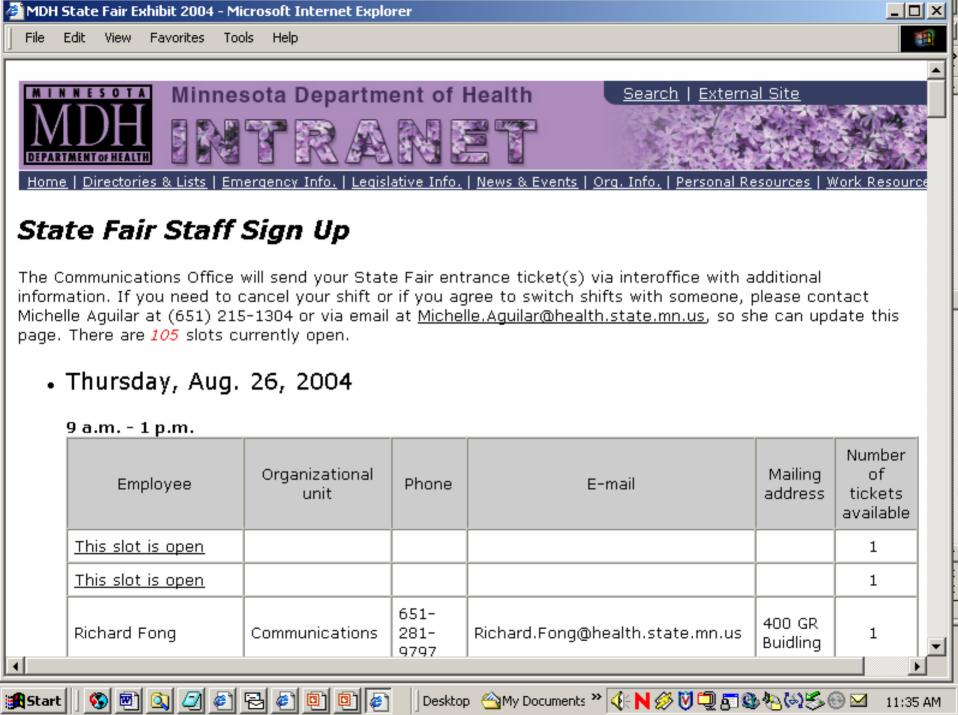


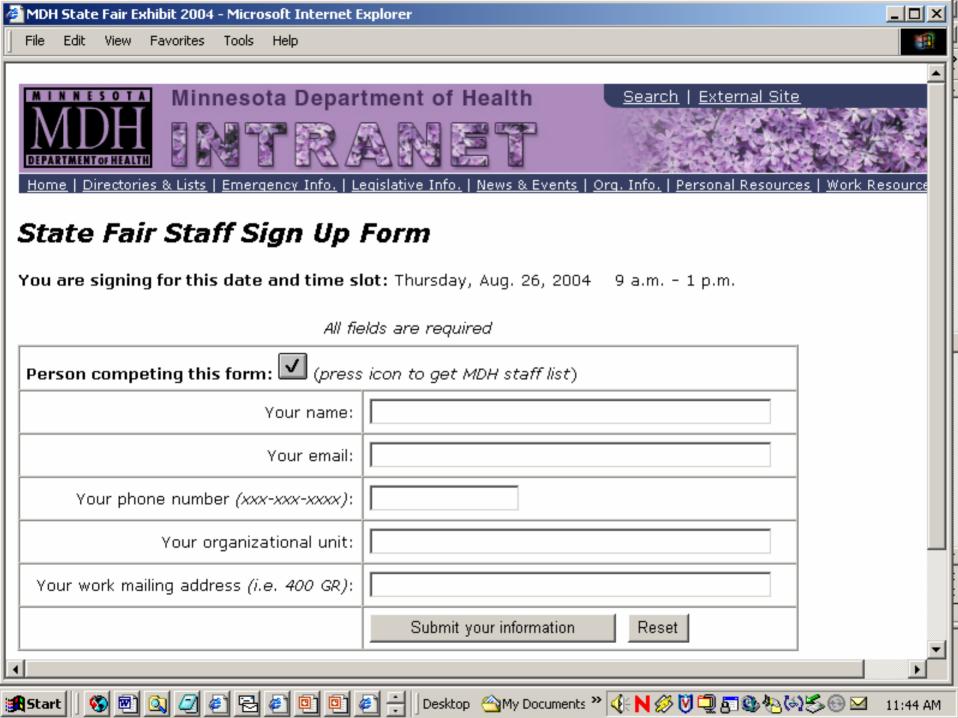
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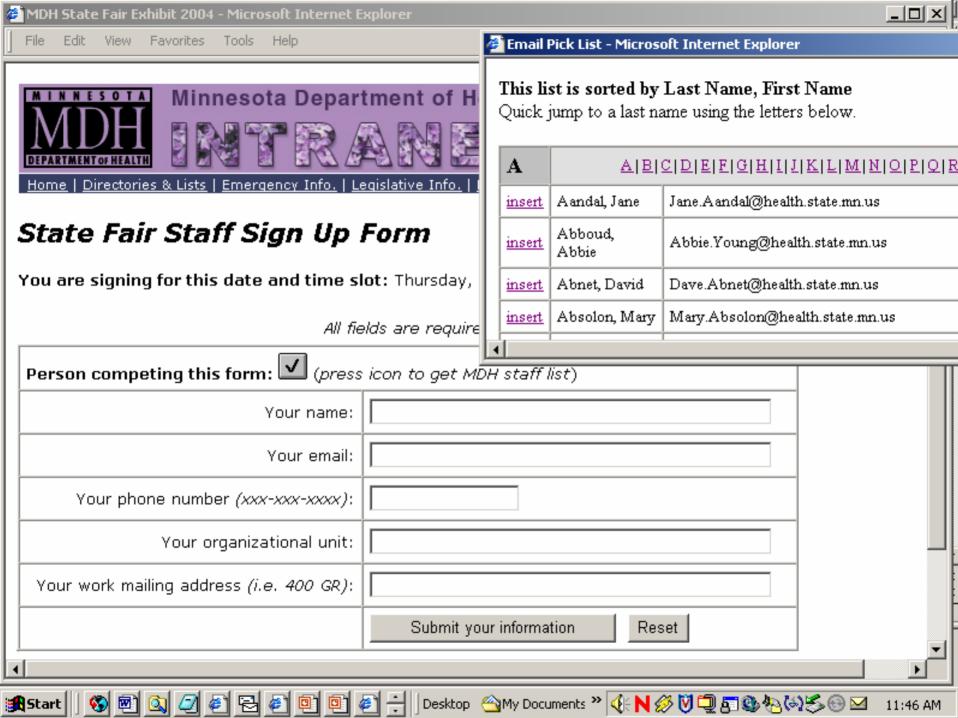
MDH Staff Hotline Roster -- ADMIN PAGE - Microsoft Internet Explorer

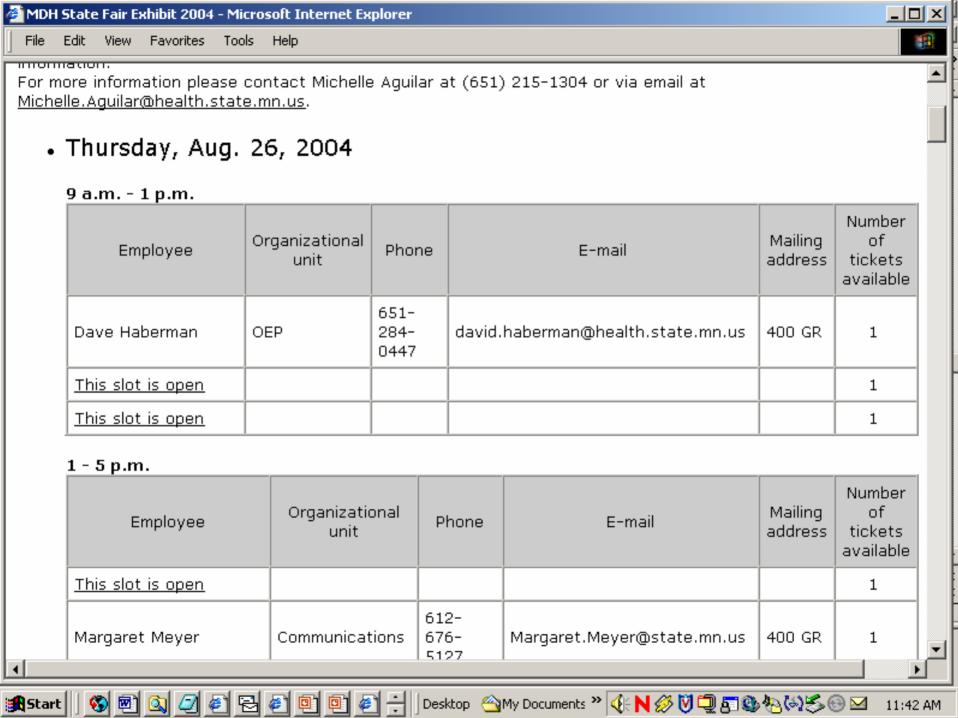
- State Fair, User side
- Intranet Web access, staff only
- Self sign-up





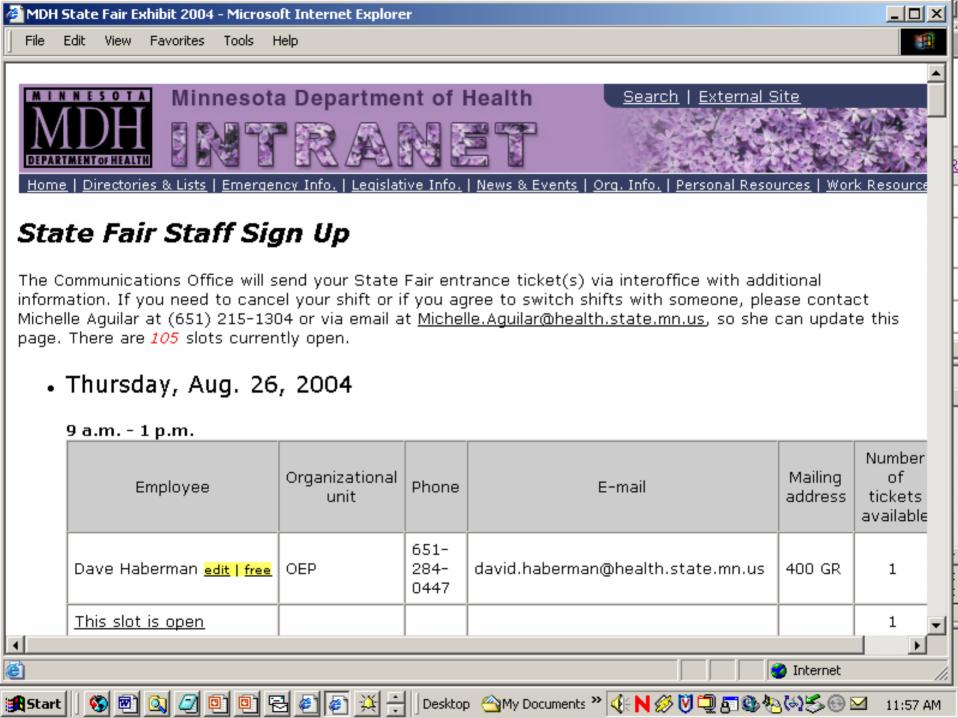






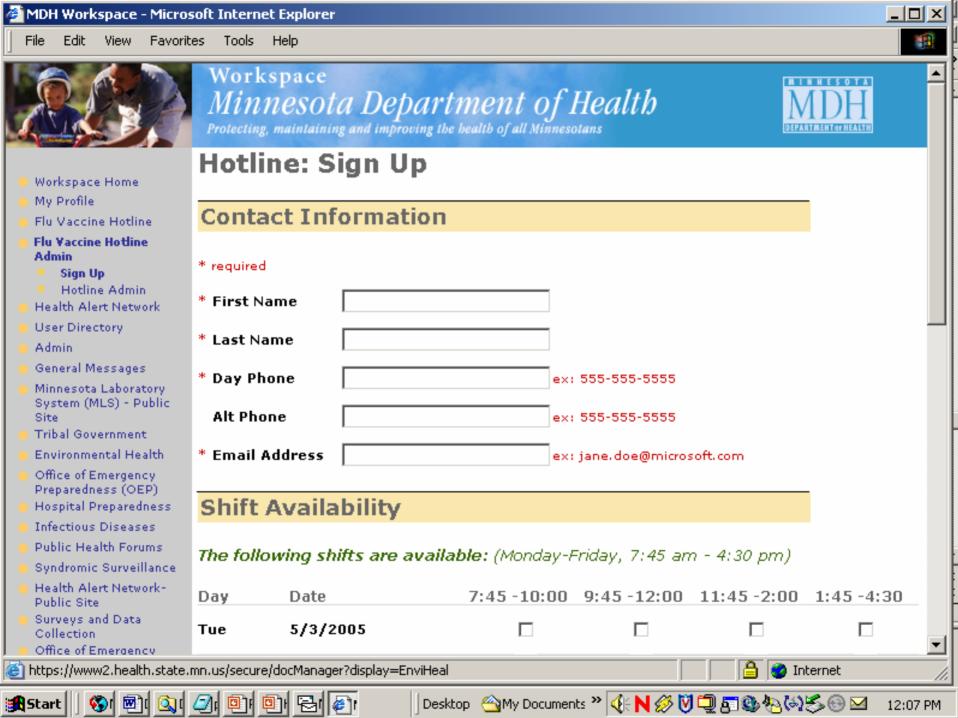
- State Fair, Admin side
- Intranet Web access staff only
- Limited admin same dates and schedule every year
- Edit a person or delete from a slot

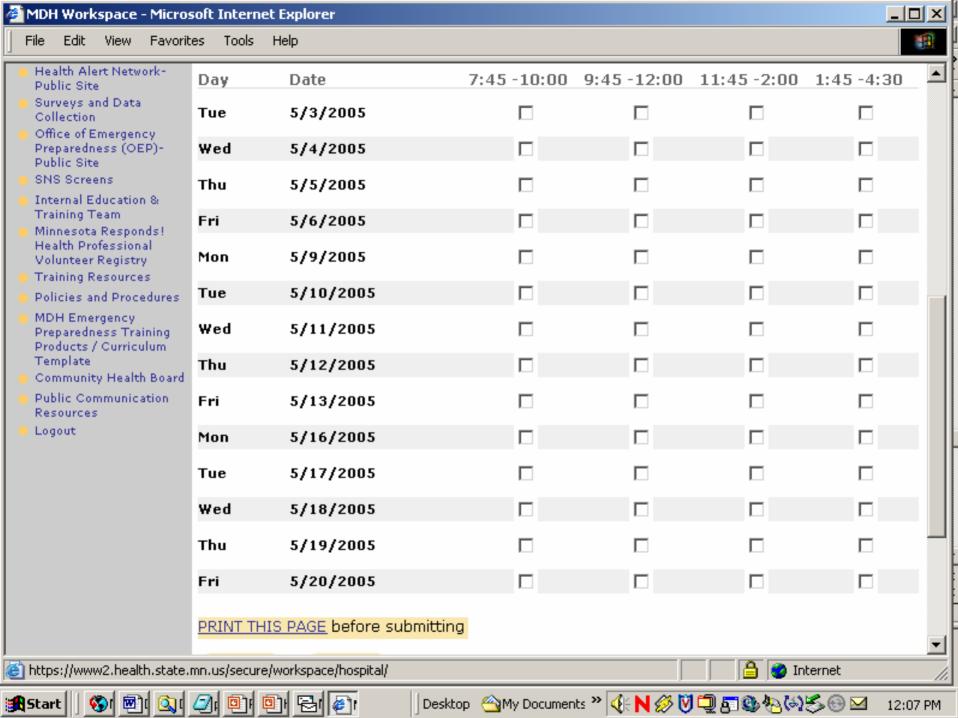




- □ Flu Hotline, OEP, user side
- Internet Web access staff and outsiders (U of M, Red Cross, etc.)
- Self sign-up

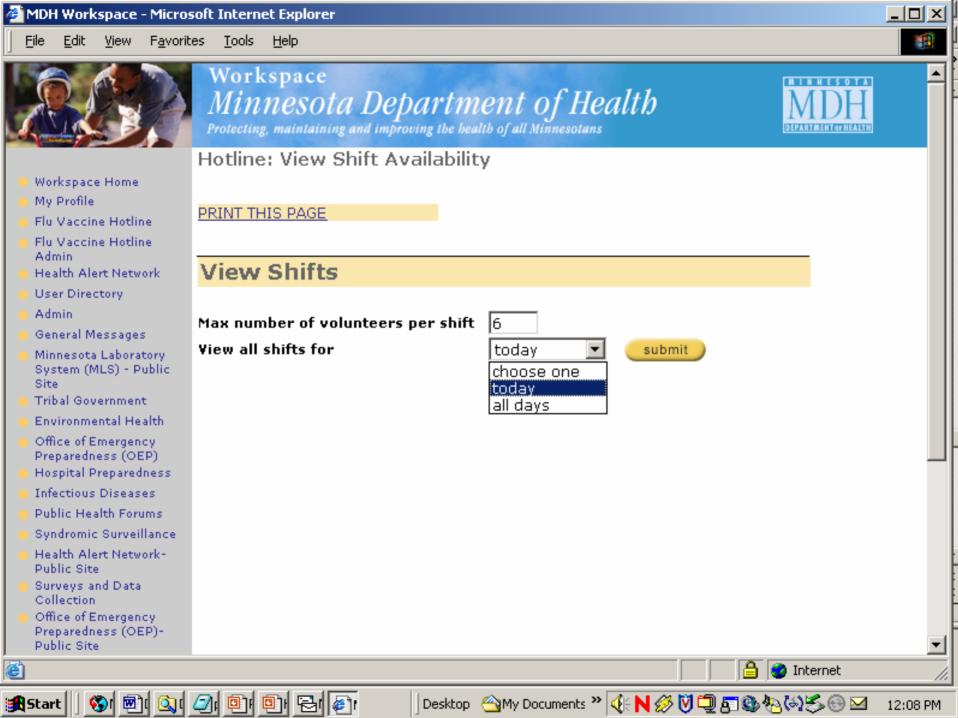


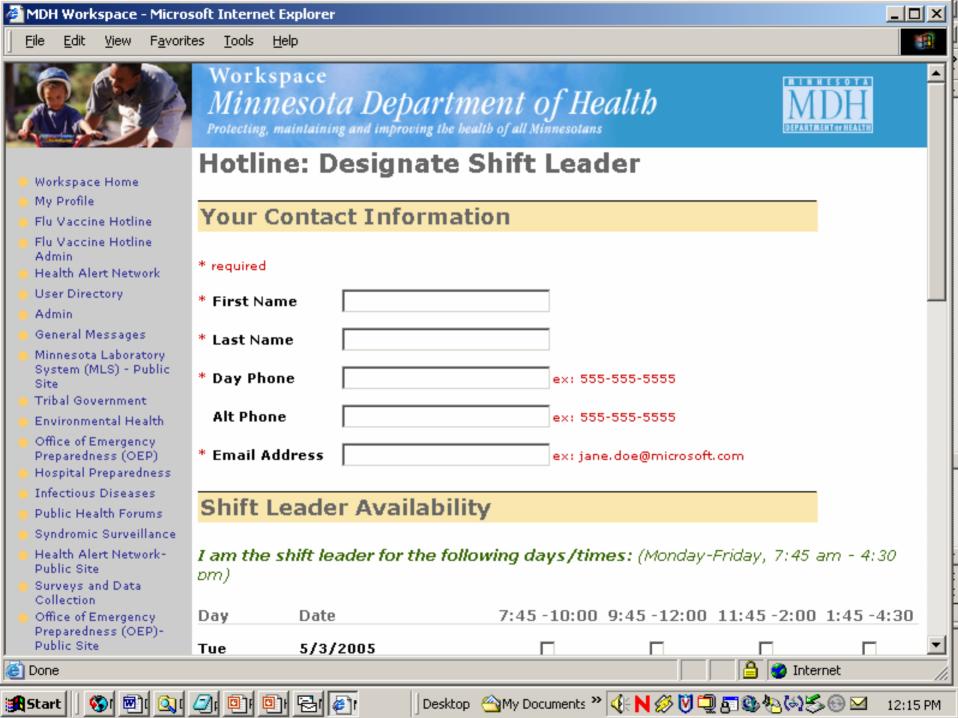




- Flu Hotline, OEP, admin side
- Designate slots, no other flexibility (what they wanted)
- Designate a shift leader







- Requirements derived from
 - Focus Groups
 - Diverse functional areas
 - State level, County level, Org level
 - Other agencies such as HSEM



- Broader requirements -
 - A need to define and fill a variety of positions and times
 - For Mass Dispensing clinics, the State fair, the SNS warehouse, Hotlines, any Preparedness or Emergency Management
 - Professional (credentialed) volunteers pulled in from databases such as Minnesota Responds! or a Medical Reserve Corps or the U of M database.
 - Online access for non-pro volunteers.
 - Various kinds of individual and management reports



- Broader requirements -
 - After Action Report on who volunteered for how long, roll up and detail by organization.
 - Archive the event.
 - Training minimal we hope
 - Special note capability the first screen people see should be flexible and allow the admin to tell people where it is (the MDS or the hotline phone room, etc.), how to get there, etc.
 - We want the system to remember what organization any particular volunteer came from.



- Broader requirements -
 - Ability to work with volunteers, not many of whom have their own emails.
 - Ability to notify: all, all from today forward, selected people, click to contact
 - Allow automated alerting for changes to master schedule
 - Track volunteers from previous schedules. I.e., we don't want to lose knowledge of our previous volunteers.



We examined these options

- Schedule Clarity.
- **■** InTime Solutions Inc.
- **Visual Staff Scheduler PRO 7.0**
- Staffschedule.com
- DisasterHelp.net
- ACS for the Minnesota Counties Computer Cooperative (23 county group that "owns" the software "PH-Doc".)

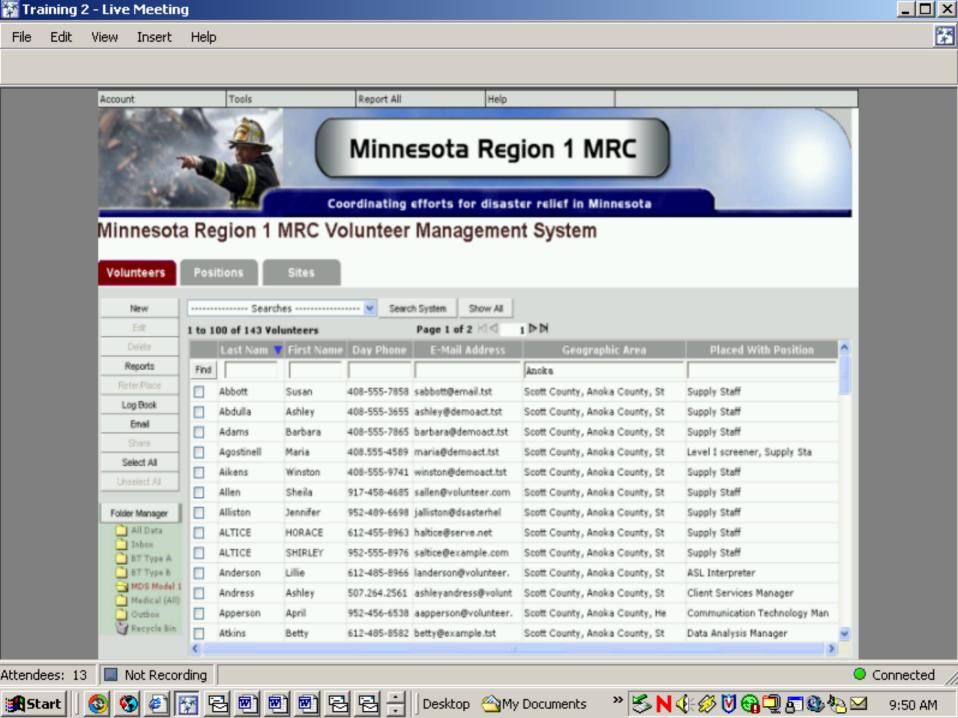


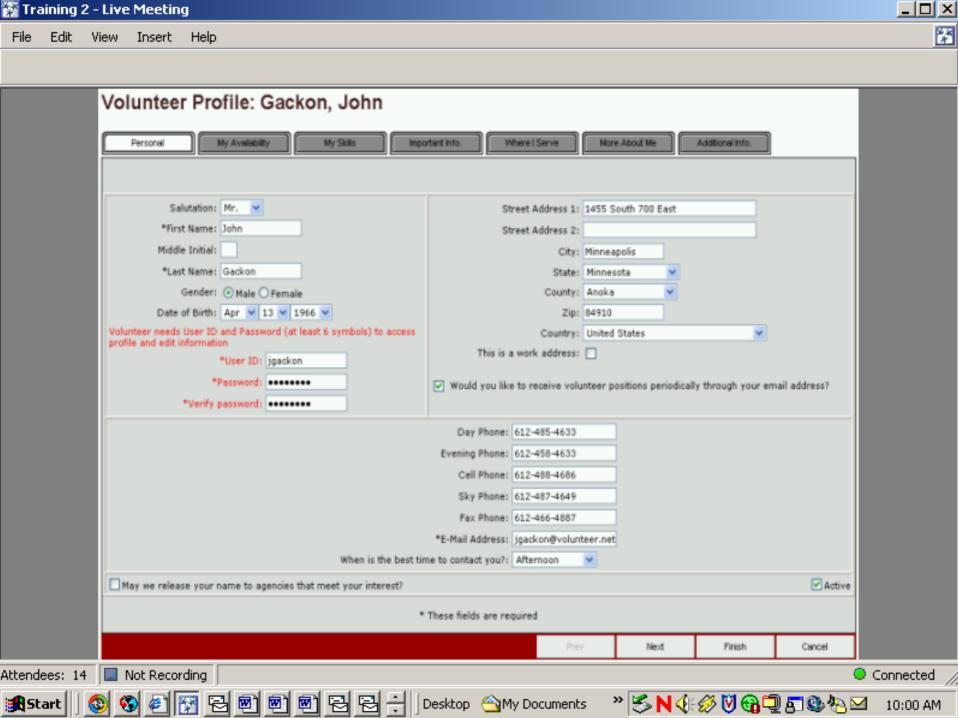


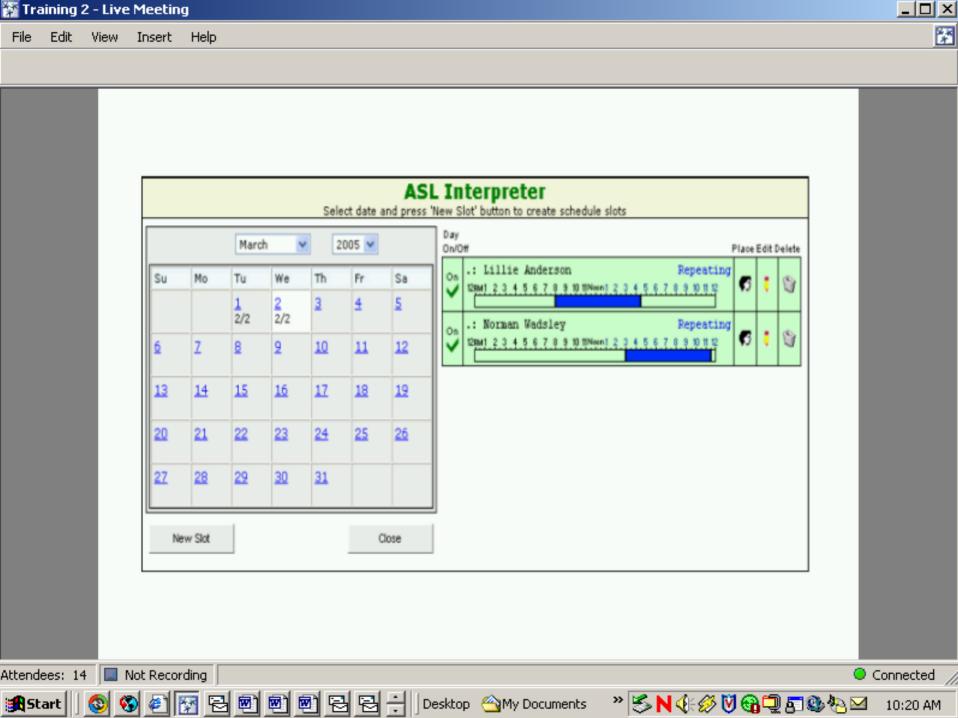


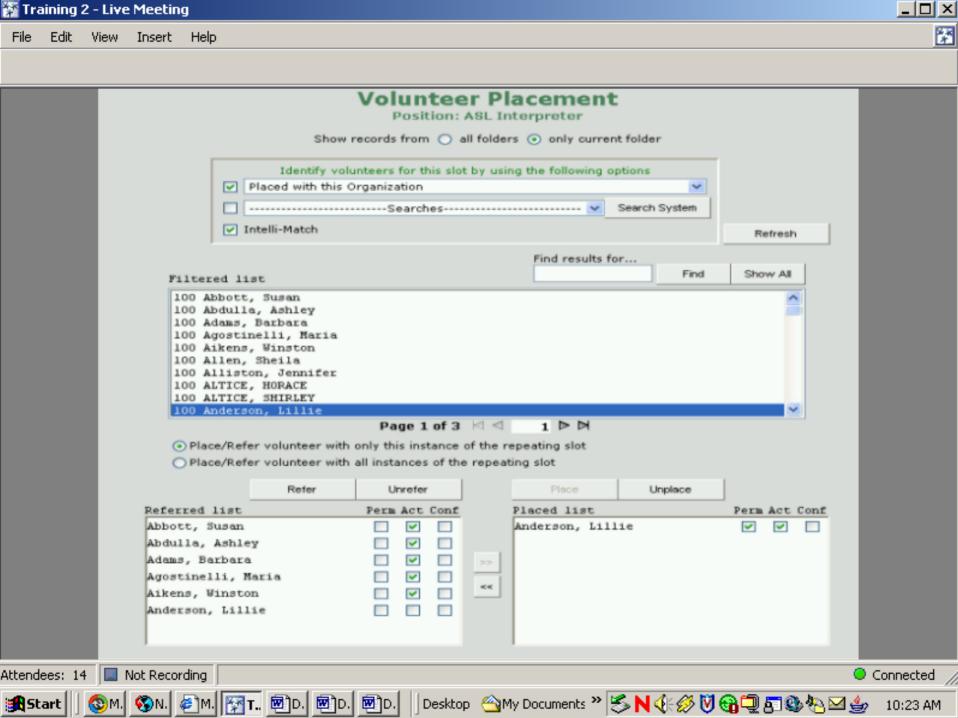




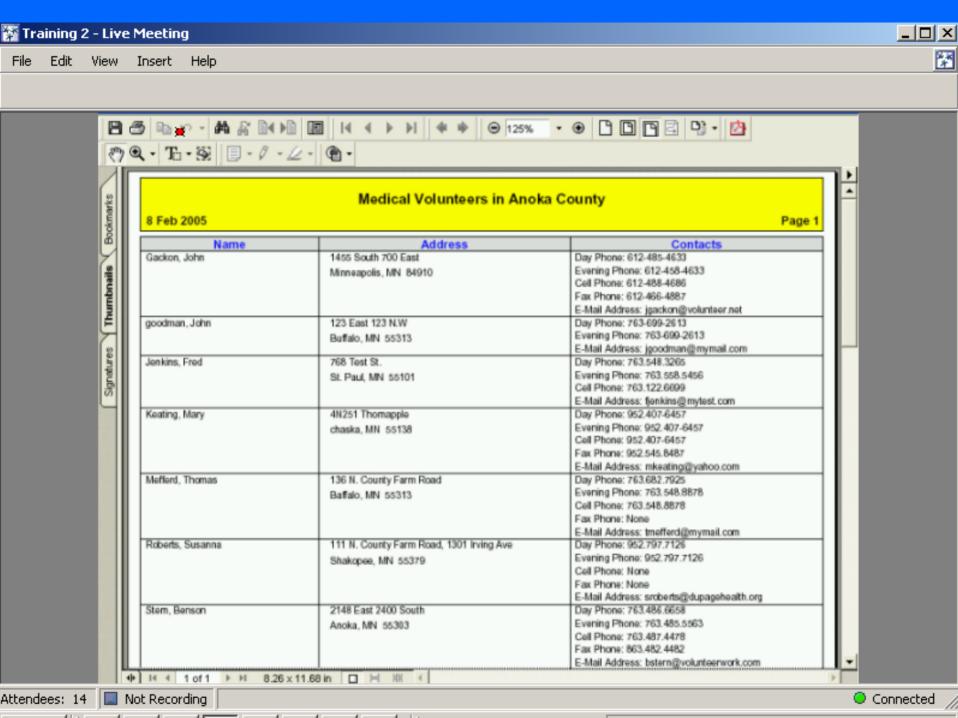














What most everyone favors

- Full functioned system
- **■** Implement it at the State level
- Buy as many licenses as we can afford
- Anyone else who wants "in" (like HSEM) can buy their license
- Transferable license access for Regional usage



Questions — ask now or contact me

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